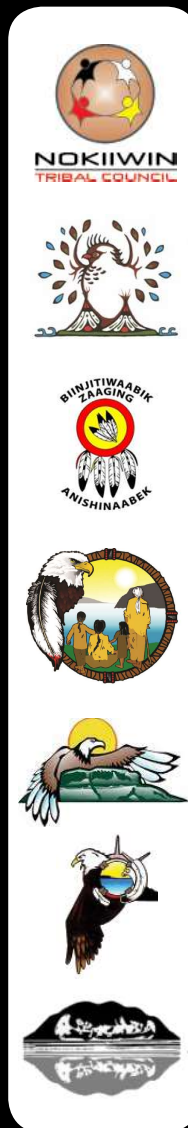


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G'MINOOMAADOZIMIN "We Are Living Well"

Health and Safety Handbook

March 2016

we value your values



About

The G'minoomaadozimin "We are living well" Health and Safety initiative is an opportunity to utilize workplace health and safety as a catalyst for change. Nokiiwin Tribal Council is committed to helping member communities create their own culturally appropriate First Nations health and safety culture. The emphasis of this project is on awareness initiatives and the development of systems that will cultivate and nurture health and safety champions in the workplace, at home and in the community. Health and safety builds strong communities and supports economic development initiatives including entrepreneurship.

Nokiiwin is pleased and honoured to have Workplace Safety and Prevention Services, Infrastructure Health and Safety Association and Ontario Health Clinics for Ontario Workers representatives as Subject Matter Experts on the G'minoomaadozimin Steering Committee.



The G'minoomaadozimin Logo

Logo painted by Kevin Belmore – Meaning Expressed within the Painting:

- The image was done using an Infant, Child, Adult & Elder in a traditional canoe, denoting a return to cultural ways & values.
- The six circles represent each community being serviced.
- The Eagle watches over us.
- On the Medicine Wheel, we are moving forward in one direction in unison.

Dealing with Emergencies

First Aid

It is important to get first aid promptly if an injury occurs. All businesses should have a first aid kit on-site. The type of kit and the need for a first aid attendant will depend on the number of employees, the type of industry, and the travel time to the nearest hospital. Most small retail stores require only a basic first aid kit, which includes such items as bandages, scissors, and latex gloves. Your employer should provide you with information on how and where to get first aid at your workplace. Once you have received that training, you should know:

- How to get help if you are hurt but do not require an ambulance
- Who to report incidents to
- Whether there is a first aid attendant, first aid room, or first aid kit available

Fire

Fires can be started by many things, including heating systems, cooking, discarded cigarettes, electricity, appliances, poor housekeeping, or the improper storage of chemicals. Quick action can prevent a small fire from becoming uncontrollable. Unfortunately, most people have never used a fire extinguisher or even seen one in use, let alone taken the time to note where they are located in their building. Check your building procedures for the steps to take in case of fire. At least remember the following:

- Review the evacuation plan for your building.
- Know the location of fire extinguishers and escape routes.
- If you spot an unintended fire, sound the nearest alarm.
- Use a fire extinguisher only if you have been trained to do so.

Safety Tip

Report hazards
Tell your supervisor if you see anything hazardous, even if it involves another worker.



Dealing with Emergencies

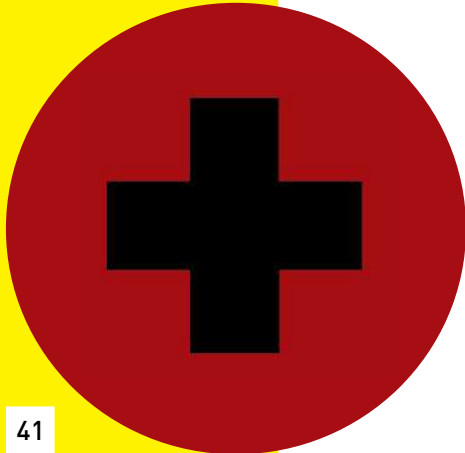
Every workplace needs a plan for dealing with emergencies. Your employer or supervisor should provide you with instruction in the emergency plan within your first few days on the job, as well as refresher training from time to time. Once you have been trained, you should be able to answer the following questions:

- Where are the emergency phone numbers posted?
- Where are the fire extinguishers? How and when should they be used?
- Where are the fire alarms and fire exits?
- What is the evacuation plan for the building?
- What should you do during an earthquake?
- In case of evacuation, where outside the building is the assembly point and who should you report to?
- What other specialized equipment may be needed in case of an emergency, and how is it used?
- Ask your employer to go through the emergency plans and procedures for your store. For example, ask your employer to review what to do in the case of an earthquake, fire, or bomb threat.

Safety Tip

Follow the safety rules

And if you don't know the safety rules, ask your supervisor.



Zero Tolerance Policy based on the 7 Grandfather Teachings

Humility (Patience)

This is a safe, welcoming workplace where we treat each other with respect, dignity and equality

Truth (Honesty)

To recognize our differences and to speak our truth in a good way

Wisdom (Understanding)

Consider your words and how they could affect others

Love

To walk together to find balance and take care of one another towards common goals

Respect

Act in a way you would expect to be treated. Acknowledge individual opinions and points of view

Trust

The confidence to speak up with the belief that you will be heard and supported

Bravery (Strength)

Doing what is right for self and others.

G'MINOOMAADOZIMIN

“We Are Living Well”

Health and Safety Handbook

Introduction

Are you thinking about getting into the workforce or moving to a new job or position? Finding or starting a new job can be intimidating, especially if it is your first job. While you are job hunting, keep in mind that a new job is about more than just working and getting paid. It is also about coming home safely at the end of each workday.

Purpose of this guide

This guide is meant to increase awareness of workplace safety and provide some specific safety tips to prevent workplace accidents. It focuses on what you need to know to have a safe and healthy work experience, and discusses your rights and responsibilities around health and safety on the job. There are three parts to this guide:

- Part 1 provides basic information about workplace health and safety.
- Part 2 provides some safety tips for common hazards.
- Part 3 provides information for dealing with emergencies.

This guide is meant as a general resource only — not all workplace hazards are covered.

Who should use this guide?

You should find useful information in this guide, whether you are thinking about:

- moving to a new job
- you are entering the workforce for the first time.



Part 3: Dealing with Emergencies

Forklifts and pallet jacks

Operating pallet jacks

- Wear safety boots and keep your toes and fingers out from under the pallet.
- Secure the load to make sure it is stable and will not shift during movement.
- Restack it if necessary.
- Make sure the rollers are free of the bottom of the pallet.
- Push, don't pull — this puts less strain on your back and it's easier to stop.
- Know how to use the release handle.
- Get help if you are having a problem.
- Work with a partner when dealing with heavy loads.
- For a quick stop, lower the load.

Safety Tip

If you don't know, ask!

There are no "dumb" questions. Learn about your rights and obligations under the legislation.



Part 1: Health and Safety Q&A



Who is responsible for workplace health and safety?

Everyone in the workplace, including you, your coworkers, your supervisor, and your employer, has a responsibility to protect you and the people around you from injury — that's the law.

Your responsibilities as a worker

- Know and follow the health and safety requirements that are relevant to your job.
- If you don't know how to do something safely, ask for training before you begin work.
- Work safely, and encourage your co-workers to do the same.
- Correct any unsafe conditions immediately (for example, spills or loose electrical cords) or report them to your supervisor.
- Immediately report any injury to a first aid attendant or supervisor.

Your employer's responsibilities

- Provide a safe and healthy workplace.
- Ensure that you and your co-workers are adequately trained, and keep records of your training.
- Provide a comprehensive occupational health and safety program, including a written health and safety policy (you can ask to see a copy) and an incident investigation procedure.
 - Support supervisors, safety coordinators, and workers in their health and a good employer encourages safe work practices at all times.
 - Take action immediately when a worker or supervisor reports a potentially hazardous situation.

Safety Tip Get training

Learn how to work safely. Follow the rules and know what to do in an emergency.



Forklifts and pallet jacks

Working around forklifts

A near miss involving a pedestrian and a forklift is not just a near miss — it is a near fatality. Forklift operators have a very limited field of vision because their view is obstructed by bars, cables, chains, and the load they may be carrying. They may not be able to see other workers in time to stop or take evasive action. Training for those who work around forklifts is just as important as training for the forklift operators themselves. Follow these guidelines:

- Wear a high visibility vest when entering an area where forklifts are operating.
- Yield the right of way — even if the operator can stop the forklift quickly, the load may continue forward and crush you.
- Make eye contact with the operator. Wait until you have confirmation that the operator has noticed you before proceeding.
- Don't rely on sound to determine whether there's a forklift nearby — forklifts can be very quiet when they are coasting.
- Use designated walkways — don't take shortcuts through danger zones.

Safety Tip

Identify risks

Before you start the job, report unsafe practices and situations to your supervisor or employer.



Forklifts and pallet jacks

Forklifts (or lift-trucks), powered or manual pallet jacks, and other lifting equipment are an essential part of many operations. Although they help prevent lifting injuries, they can also cause serious and, all too often, fatal injuries. If you are required to use a forklift or pallet jack, your employer must provide you with training for the specific piece of equipment. Driving a forklift requires completing a certification course. Working in areas where forklifts operate can also be hazardous, and requires training and ongoing alertness to prevent injuries. Forklift accidents are usually catastrophic but always preventable.

Operating forklifts

- Do not operate the forklift unless it is running properly.
- Wear required PPE such as safety boots and a hard hat.
- Make sure you are trained to change the propane fuel tank or battery.
- Never carry a passenger or elevate a person on forks, pallets, or loads.
- Secure the load properly. Don't overload the forklift, even for short distances.
- Never stand or pass under an elevated load. Don't let anyone else do it either.
- When not stacking, carry loads at the lowest possible position.
- Never turn on a sloped surface.
- When you are finished using the forklift, lower the forks to the floor, set the brakes, turn off the motor, and remove the key.

Safety Tip

Wear the gear

Hair nets, gloves, aprons, safety glasses, ear plugs, etc. Use them properly as required.



Who is responsible for workplace health and safety?

- Initiate an immediate investigation into incidents.
- Provide adequate first aid facilities and services.
- Provide personal protective equipment (PPE) where required.

Your supervisor's responsibilities

- Instruct you and your co-workers in safe work procedures.
- Train you for all assigned tasks, and check that your work is being done safely.
- Ensure that only authorized, adequately trained workers operate tools and equipment or use hazardous chemicals.
- Ensure that equipment and materials are properly handled, stored, and maintained.
- Enforce health and safety requirements.
- Correct unsafe acts and conditions.
- Identify workers with problems that could affect safety at the worksite.
- Follow up with interviews and referrals where necessary.
- Formulate health and safety rules, and inspect the workplace for hazards.
- If you are asked to supervise other workers, make sure you have been trained to do the job and understand your responsibilities.

Safety Tip

Be supervised

Supervisor, will you be here to see that I do the job right? If you're not around, whom should I ask?



What are your workplace health and safety rights?

Not only do you have a duty to work safely; as a worker you also have several basic rights related to health and safety:

The right to know and be trained in safe work practices in all aspects of your job and how to recognize on-the-job hazards

The right to supervision to make sure you can work with minimal risk

The right to participate in health and safety matters, either directly or through a joint health and safety committee or worker representative

The right to employer-provided safety equipment required for your job, although you are responsible for providing your own safety footwear and headgear

The right to refuse work, without being fired or disciplined for refusing, if you have reasonable cause to believe that the work process, equipment, or environment poses an undue risk of injury to you or another person

Safety Tip

Wear the gear

Hair nets, gloves, aprons, safety glasses, ear plugs, etc. Use them properly as required.



Noise

Noise in some workplaces where powered equipment is used may reach harmful levels that can cause hearing loss. Exposure to sound over 85 decibels over an 8-hour period requires hearing protection. Employers are required to inform workers if sound levels are at 82 decibels or more.

Safety tips

- Wear approved hearing protection whenever you enter an area posted as having high levels of noise, whether it is noisy when you enter or not. Noisy equipment can start up at any time.
- Ensure that your hearing protection is the right type for the environment and that it
- is comfortable.
- Ear buds (headphones) are not work equipment.
- Avoid playing music at high levels, which can cause hearing loss and prevent you from hearing warning signals.

Safety Tip

Be supervised

Supervisor, will you be here to see that I do the job right? If you're not around, whom should I ask?



Power tools and equipment

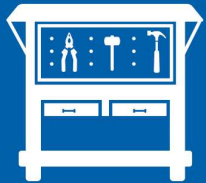
While the tool or equipment is operating

Stay with running power tools. Do not walk away from a machine you have been using until it comes to a complete stop. It takes only a few seconds for a power tool to “wind down” after it has been shut off, but it still has the potential to injure someone if the parts are still moving. Keep your hands away from moving parts. Make sure the cutting part of a tool will not come in contact with the power cord. Maintain a firm grip at all times. Turn off power tools before making adjustments. Always unplug or lock out the tool before making adjustments or changing settings if there is any chance that the tool could accidentally start up.

Safety Tip:

Get training

Learn how to work safely. Follow the rules and know what to do in an emergency.



What are your workplace health and safety rights?

Refusing unsafe work

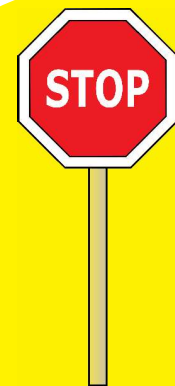
If you think a task is likely to endanger you or your co-workers, don't be afraid to speak up. Follow these guidelines to refuse work that you believe is unsafe:

1. Explain to your immediate supervisor why you're not comfortable.
2. If your immediate supervisor is unavailable or doesn't give you a good answer, go to his or her supervisor.
3. If you are still not satisfied, talk to your worker health and safety representative, a member of the joint committee, or a shop steward.
4. If you are still unable to resolve the issue, phone Occupational health and Safety Contact Centre at 1-877-202-0008.

Safety Tip

Identify risks

Before you start the job, report unsafe practices and situations to your supervisor or employer.



What safety training or education will you need?

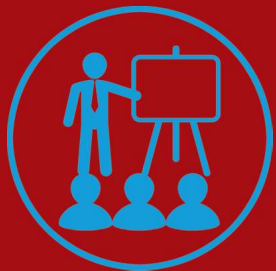
Before you begin work, your employer is responsible for providing the health and safety training you need to work safely. Until you have the necessary knowledge and skills to perform a task, you must be under the direct supervision of someone who has that knowledge and those skills. When you start a new job, your orientation should include basic information about workplace health and safety, including the following:

- Your supervisor's name and contact information
- Your rights and responsibilities
- Workplace health and safety rules
- Hazards you may be exposed to, including risks from robbery, assault, or confrontation
- Instruction in and demonstration of how to do your job safely
- What to do if you are working alone or in isolation
- How to protect yourself against violence in the workplace
- How to work safely with hazardous products, including the Workplace Hazardous Materials Information System (WHMIS)
- What PPE is required, and how and when to wear it

Safety Tip

If you don't know, ask!

There are no "dumb" questions. Learn about your rights and obligations under the legislation.



Power tools and equipment

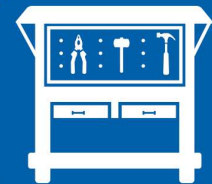
You may be required to use power tools if you work in a hardware store or a business such as a bicycle or furniture shop where your job involves assembling product. You may also be required to use power equipment such as compactors, dock levelers, carton crushers, meat slicers, or other food preparation equipment. These tools and equipment have the potential to cause serious injury, particularly if they're poorly maintained or used without due caution.

Before you start

- Never use a power tool or piece of equipment unless you have been trained and authorized to do so. Follow safe work procedures.
- Inspect tools prior to use.
- Only use tools that are in good operating condition.
- Check power cords daily for tears or cuts in the insulation, loose connections (plug to wire and wire to tool), and poor ground connections.
- Report all defective tools to your supervisor, and mark them "Not to be used."
- Wear hearing protection and tie back long hair.
- Check that all guards and safety devices are in place and functioning properly.
- Check that the power switch is in the off position before plugging the tool in. Only the operator should turn the tool on.

Safety Tip

Never assume
Don't assume you can do something without instruction, guidance or supervision.



Knives, box cutters, and other sharps

Cleaning tools

When cleaning knives and sharp blades, follow these guidelines:

- Clean them immediately after use or place them in a “sharps only” container near the sink.
- Don’t drop knives or equipment blades into the dishwasher or sink.

Other sharp tools

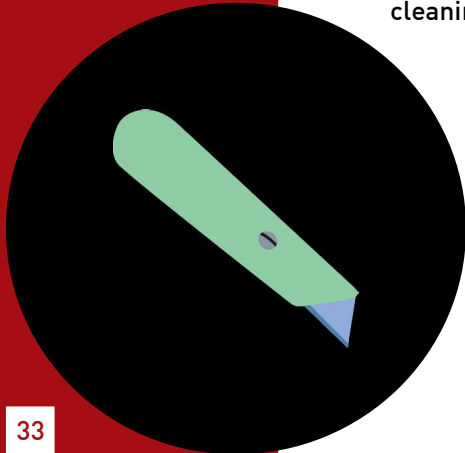
When using meat slicers or other power equipment, follow these guidelines:

- Make sure you have training on the specific piece of equipment, and follow written safe work procedures.
- Don’t wear loose clothing or dangling jewelry that could get caught in equipment.
- Use guards and glides at all times.
- Never reach across the blade.
- Turn the slicer off according to manufacturer’s instructions when not in use.
- Unplug equipment before cleaning.
- Use cut-resistant gloves on both hands when cleaning.

Safety Tip

Be honest

If a task is too much for you, say so! Don’t attempt something that you can’t handle.



What safety training or education will you need?

- How to get first aid
- How to report injuries and other incidents
- How to report potential hazards and unsafe work conditions
- What to do in an emergency, including the location of emergency exits
- Who is responsible for health and safety (you should meet this person) and how to make contact
- If you haven’t received this training, ask your supervisor or employer about it.

Safety Tip

Do your job

Don’t do anything you haven’t been asked to do, or have been told specifically not to do.



How will safety information be communicated to you?

Employers committed to safety may communicate safety information to employees in a variety of ways, including the following:

- Through formal training sessions
- Through supervisors
- During staff meetings
- Via e-mail
- On health and safety notice boards
- On posters and notices
- Through the health and safety committee (or worker health and safety representative, if applicable)

Safety Tip

Follow the safety rules

And if you don't know the safety rules, ask your supervisor.



Knives, box cutters, and other sharps

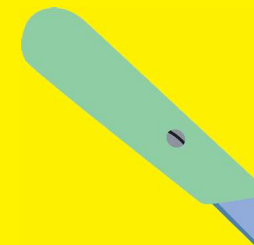
Box cutters and knives are common tools for workers. Safe work habits will decrease your chances of losing time from work... or losing a finger.

- Use the right tool for the job, and make sure it is sharp.
- Always cut away from your body.
- Always store sharps separately from other tools and utensils.
- Use a flat surface to cut on.
- Never use a knife for anything other than cutting.
- Hold the knife in your stronger hand.
- To clean the knife, direct the edge away from you and wipe with the cloth on the dull edge of the blade.
- Wear leather or metal mesh gloves if your employer requires them

Safety Tip

Talk to your family

Tell them what you're doing at work. Let them know if you think something's wrong.



Biological hazards

Preventing infection

You can be exposed to infected blood and other body fluids if your skin is punctured by a contaminated sharp object such as a needle. To reduce your risk of exposure, follow these guidelines:

- Don't pick up potentially contaminated sharp objects unless you have been instructed how to do so safely.
- Wear disposable waterproof gloves.
- Use tongs or pliers to pick up needles or other sharp objects.
- Place needles in a disposal container specifically designed for sharps.
- Look before reaching above and behind boxes, furniture, and equipment.
- Don't lift garbage bags by hand from underneath. They may contain sharp, contaminated objects.

If you think you've been exposed
Get first aid right away. Report the incident to your supervisor.

Safety Tip

If you're hurt

No matter how minor, report injuries to your supervisor or employer and tell your family.



Will you be required to wear personal protective equipment (PPE)?

PPE is safety gear or clothing designed to protect you from injury and disease when it is not possible to eliminate workplace hazards completely. For many retail jobs, PPE is unnecessary. However, some retail jobs require PPE for hazards that cannot be eliminated by other means.

Examples of PPE in the retail industry

- Safety vest When working around moving equipment such as forklifts and vehicles
- Work gloves and safety shoes When handling garbage or working in storage areas
- Disposable gloves When working in a grocery deli or cleaning bathrooms
- Cut-resistant gloves for some cutting and equipment cleaning operations
- Eye protection and gloves for protection from chemicals
- Hearing protection for protection from loud noise

Safety Tip

Report hazards

Tell your supervisor if you see anything hazardous, even if it involves another worker.



Who provides and pays for PPE?

Worker responsibility

Unless otherwise agreed upon with your employer, you must provide the following, at your cost:

- Clothing for protection against the natural elements (for example, if you have to work outside unloading stock)
- Safety headgear (for example, a hard hat)
- Safety footwear (for example, steel-toe boots for stockroom work)
- General-purpose gloves*

**If a product or work activity requires specific gloves, your employer must provide them.*

Employer responsibility

Your employer must provide, at no cost to you, all other PPE required for the job. If you suffer an adverse health effect from employer-provided PPE (for example, an allergic reaction to latex gloves), your employer is responsible for providing an appropriate and equally protective substitute.

How to choose PPE

When you purchase PPE such as your hard hat or safety boots, check that it meets safety standards. Approved equipment will have a permanent marking or label indicating what standard it meets. For example, safety boots may be marked with a green CSA triangle. Next, make sure the PPE fits well and is comfortable. If it does not fit properly it may not provide adequate protection. If it is too tight or loose, you may be less likely to wear it. If possible, work with your employer to select PPE.

Safety Tip

If you're hurt

No matter how minor, report injuries to your supervisor or employer and tell your family.



Biological hazards

Contact with blood or body fluids may be uncommon in the retail industry, but it can and does occur. Contact with blood and body fluids poses a risk of contracting hepatitis, HIV (the AIDS virus), and other infections. If there is a risk of exposure in your job, your employer must provide you with specific training in how to work safely. Vaccination against hepatitis B must be made available at no cost to you upon request if you have, or may have, occupational exposure to the hepatitis B virus.

Cleaning

When cleaning bathrooms you may come across blood spills and bodily wastes such as vomit or feces. Follow these guidelines:

- Use disposable waterproof gloves to avoid contact with skin.
- Use disposable towels to clean up all visible materials.
- Discard towels and gloves in a waterproof garbage bag.
- Disinfect the area with a bleach solution.

Safety Tip

Report hazards

Tell your supervisor if you see anything hazardous, even if it involves another worker.



Hazardous products

Hazardous products

If you are expected to work with hazardous products such as cleaning products or other chemicals, your employer must provide training in WHMIS (Workplace Hazardous Materials Information System). The system uses consistent labelling to help you recognize hazardous materials. The labels provide specific information on handling, storing and disposing of hazardous materials. If your job requires you to use pesticides or clean up pesticide spills, you must also be certified to handle pesticides. If you have been successfully trained in how to handle hazardous materials, you should be able to answer the following four questions:

- What are the hazards of the products you are using?
- How do you protect yourself?
- What should you do in case of an emergency or spill?
- Where do you get more information on these products?

Safety tips

- Read the labels on chemicals.
- Use all protective equipment recommended by the manufacturer and employer.
- When you are done, store chemicals properly.
- Use chemicals only as directed.



Safety Tip

Follow the safety rules

And if you don't know the safety rules, ask your supervisor.

What should you do if something goes wrong?

Who to talk to if you have health and safety concerns

Your supervisor or manager should always be kept informed of all safety concerns. In addition, your workplace should also have either a worker health and safety representative or a joint health and safety committee that you can go to with health and safety concerns.

What to do if you are injured on the job

By law, you are required to report any work-related injury to your supervisor and first aid attendant as soon as possible.

First aid facilities

Every workplace has to provide some level of first aid. For a small, low-hazard workplace close to a medical facility, a first aid kit may be all that is required. Larger worksites may require a first aid attendant and possibly a first aid room. During your orientation, you should find out specific information about first aid procedures in the workplace, including:

- How and when to report an injury
- Who to report the incident to
- Where to find a first aid attendant, first aid room, or first aid kit
- If transport to hospital is required, your employer is required to pay for it.

Reporting injuries

Your employer must report any workplace injury or disease to Ministry of Labour Health and Safety. Telling you not to report an injury or disease, or trying to talk you out of reporting to Ministry of Labour Health and Safety, is against the law. **You have the right to report any workplace injury or disease.**

Safety Tip

Talk to your family

Tell them what you're doing at work. Let them know if you think something's wrong.



Investigating Accidents

If an accident happens, your employer should have a system for investigating it and reporting it to the Ministry of Labour Health and Safety. Your responsibility in the process is to be as helpful as you can to your employer and Ministry of Labour Health and Safety officers to get at the cause of the accident.

Your employer or supervisor must tell you about any potential dangers that they are aware of in the workplace — that's the law. Some common health and safety concerns in retail include:

- Musculoskeletal injuries (MSIs)
- Lifting and handling materials
- Slips, trips, and falls
- Stepladders
- Violence in the workplace
- Handling money
- Harassment
- Shoplifting and robbery
- Working alone
- Travelling to and from work
- Hazardous products
 - Biological hazards
 - Knives, box cutters, and other sharps
 - Power tools and equipment
 - Noise
 - Forklifts and pallet jacks

If you spot an instance of these or other hazards in your workplace, notify your employer or supervisor immediately.

Safety Tip

Be honest

If a task is too much for you, say so! Don't attempt something that you can't handle.



Travelling to and from work

If you are confronted

- If you are attacked, scream loudly and for as long as possible. As soon as possible, run to the nearest well-lit area.
- If someone grabs your purse, deposit bag, or other property, do not resist, and do not chase the thief.
- Call the police immediately and try to recall the mannerisms of the attacker.

Safety Tip

Do your job

Don't do anything you haven't been asked to do, or have been told specifically not to do.



Travelling to and from work

Your employer can't control the environment outside the workplace. However, there are several things you can do to ensure a safer trip to and from work.

Driving

- Lock your doors and roll up your windows before driving into the parking lot.
- Scan the parking area for suspicious persons — have a plan ready in case you are uncomfortable with the situation.
- Park in well-lit areas — avoid alleys, wooded areas, and tunnels.
- Avoid having to reach back into the vehicle for anything.
- After work, try to avoid walking to your vehicle alone, or at least have someone watch from a window.

Safety Tip

If you don't know, ask!

There are no "dumb" questions. Learn about your rights and obligations under the legislation.

Taking a bus

- Plan to arrive at bus stops just before the bus arrives.
- Avoid isolated or poorly lit bus stops.
- If you see suspicious or menacing people at your stop, get off at the next stop.
 - If possible, have someone meet you when you arrive at your destination.



Part 2: Safety Tips



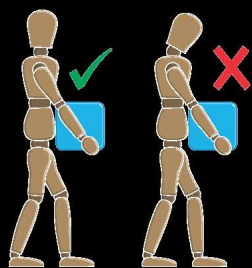
Musculoskeletal injuries (MSIs)

Sprains and strains, also known as musculoskeletal injuries (MSIs), are the most common type of work-related injury. These can arise from repetitive movement or overexertion, such as working in an awkward position or performing the same movements repeatedly (for example, scanning items at a checkout). It is important to recognize the early signs and symptoms of MSI. The sooner treatment starts, the better. Signs and symptoms include swelling, redness, difficulty moving a particular body part, numbness, tingling, and pain. If you notice any early signs or symptoms, report them to your supervisor, manager, or employer. Depending on your company's procedures, your first step might be to report to the first aid attendant or joint health and safety committee.

Safety Tip

Get training

Learn how to work safely. Follow the rules and know what to do in an emergency.



Working alone

Other tips:

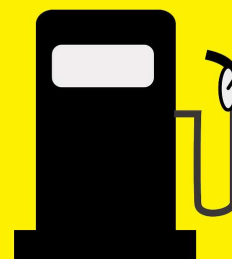
- Have an emergency phone number handy.
- If possible, do not open doors and leave them unattended.
- Keep doors locked from the inside when not in use (but don't violate local fire codes).
- Do higher-risk tasks such as emptying garbage outside when there is more than one employee working. If possible, do not empty the garbage at night, especially if the dumpster is in a secluded spot or back alley.
- Make sure outside lights are on before stepping outside.
- Park close to the building in a well-lit area.
- Identify a safe retreat where you can call for help in the event of an accident.

You must have written procedures for checking the well-being of workers and getting emergency help when they need it.

Safety Tip

Identify risks

Before you start the job, report unsafe practices and situations to your supervisor or employer.



Working alone

Working alone or in isolation means to work in circumstances where help would not be readily available to you in case of emergency, injury, or illness. To determine whether or not assistance is “readily available,” ask the following questions:

- Are other people in the vicinity?
- Are those people aware of your need for assistance?
- Are they willing to provide assistance?
- Are they able to provide assistance in a timely manner?

Safety tips

Know your person check procedures — someone should contact you regularly to make sure you’re okay. These procedures should include:

- Who will be contacting you
- How they will contact you (for example, by phone or in person)
- What they will do if they fail to make contact

Safety Tip

Wear the gear

Hair nets, gloves, aprons, safety glasses, ear plugs, etc. Use them properly as required.



Musculoskeletal injuries (MSIs)

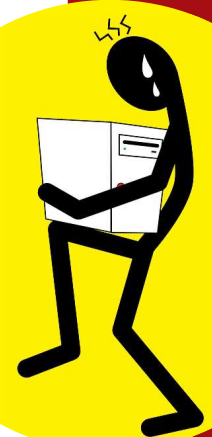
Safety tips

- Avoid long periods of repetitive movement — rotate tasks, take micro-breaks, and change your position.
- Avoid awkward positions — use an adjustable chair or stool, adjust the work area height to a good working level for you, and arrange your tools and equipment to make things easy to reach.
- Wear low-heeled comfortable shoes.
- Avoid twisting your body — move your feet to change position.
- Ask your employer to consider replacing old or worn-out tools with tools designed to prevent MSIs.

Safety Tip

Be supervised

Supervisor, will you be here to see that I do the job right? If you’re not around, whom should I ask?



Lifting and handling materials

Improper lifting and handling of heavy or bulky objects is a major source of strains, sprains, neck and back injuries, cuts, bruises, broken bones, and hernias. Any one of these injuries can affect you for the rest of your life. When lifting, you need to think about your posture and the force required to lift the load. Muscles and tendons can be overloaded, especially when your body is in an awkward posture.

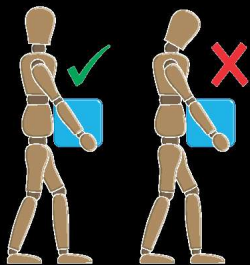
Safety tips

- Where possible, avoid lifting and carrying heavy or awkward objects. Instead, use mechanical devices such as forklifts, hoists, carts, and dollies.
- Avoid twisting your back and reaching above your shoulders when lifting.
- Get help from others.
- Lift smaller loads by planning and adjusting weight distribution ahead of time.
- Hold the object you are lifting as close to your body as possible.
- Avoid awkward work postures such as bending, reaching, and twisting.
- Try to keep the load between your knees and shoulders, without twisting your body. Pivot with your feet instead of twisting your back.

Safety Tip

Wear the gear

Hair nets, gloves, aprons, safety glasses, ear plugs, etc. Use them properly as required.



Shoplifting and robbery

Consider these tips for “hardening the target”:

- Keep the store clean and well stocked.
- Do not put posters or signs where they will block the area around the register from view.
- If possible, ensure that workers can see out of the store, and customers and police can see in.
- Make a cash drop or safety deposit box available.
- Post signs that say “Minimum cash is kept on premises.”
- Operate only one register from late at night to early morning.
- Ensure that outside phone contact can be made from more than one place in the store.
- Stay alert
- Be aware of cars parked across the street or off to one side of the lot.
- Look for anyone who may be watching the store or loitering in or around it.
- If you are concerned about a person or vehicle, do not hesitate to contact your supervisor or the appropriate authorities.
- Know the locations of phones or available help outside the premises.
- Connect with potential customers.
- Give a friendly greeting to everyone who enters the store.
- When a shopper is nearby, act in a friendly manner, and briefly look directly into their eyes.
- Ask people alone in the aisle if they would like any help.

Safety Tip

Never assume

Don't assume you can do something without instruction, guidance or supervision.



Shoplifting and robbery

The main concern in the event of theft or robbery is your safety, and that of your co-workers and customers. Money and merchandise taken during a robbery can be replaced; people can't be.

Preventing shoplifting

The chances of shoplifting increase when you work alone. If you think someone is shoplifting, contact security or someone professionally trained to deal with the situation. Never approach or try to apprehend a shoplifter, especially if you are working alone. After the shoplifter leaves, write down as much information about the incident as possible. This should include the shoplifter's height, weight, hair and skin colour, and clothing. If a vehicle is involved, write down the make, colour, approximate year, and license plate number.

Preventing robbery

The best way to prevent injury resulting from robbery is to prevent the robbery from happening in the first place.

If a robbery occurs

Your employer will provide specific instructions for dealing with robberies. However, the following tips may be helpful:

Keep it short — The longer a robbery takes the more nervous the robber becomes.

Stay calm — Handle the entire situation as if you were making a sale to a customer.

Obey the robber's orders — Let the robber know you intend to cooperate. Hand over cash and merchandise and do exactly as the robber says.

Safety Tip

Be honest

If a task is too much for you, say so! Don't attempt something that you can't handle.



Lifting and handling materials

- Bend at your knees, not at your waist. This will help you keep your centre of balance and let the strong muscles in your legs do the lifting.
- Lift smoothly and slowly.
- Get a good grip. Use your hands, not just your fingers, to grip the load.
- Avoid performing the same lifting task repeatedly over a long period. If possible, vary the task with another activity that uses different muscles.
- Limit the number of shopping carts you collect at one time, and push loaded carts rather than pulling them.

Working in storage areas

- When stacking boxes and other items, stack the heaviest items between knee and chest level to minimize lifting.
- Take micro-breaks, stretch, and vary the load (alternate heavy and light items).
- Make sure stacked boxes or other items are stable enough not to tip.
- Use a ladder or step stool to reach high items.
- Watch for ice in cold-storage areas.

Safety Tip

Identify risks

Before you start the job, report unsafe practices and situations to your supervisor or employer.



Slips, trips, and falls

Slips, trips, and falls account for many injuries in the retail industry. Examples of hazards include:

- Slippery floors such as a store entrance on a rainy day, the work area behind a deli counter, and freshly washed floors
- Cluttered walkways in retail and storage areas
- Icy patches in refrigerated storage areas
- Dark, uneven, and wet parking lot surfaces

Safety tips

- Wear well-fitting non-slip footwear.
- Keep walkways and work areas clear of boxes, loose electrical cords and other clutter.
- Clean up spills right away or mark the area to warn others and report the spill to the person responsible for ensuring the spill is cleaned up.
- Don't carry more than you can safely handle. Get another person to help you or use a dolly.
- Be sure you can see where you are going when carrying large items.
- When stocking shelves, place the heaviest items between knee and chest level.
- Use a stepladder rather than a chair or crate to reach high items.

Safety Tip

If you don't know, ask!

There are no "dumb" questions. Learn about your rights and obligations under the legislation.



Harassment

An unwelcome behaviour or comment that is harmful to the work environment is considered to be harassment. Harassment takes many forms but can generally be defined as an insulting, intimidating, humiliating, malicious, degrading, or offensive comment or act directed toward another person or group. This would also include bullying, sexual harassment, and offensive displays. Although harassment typically doesn't include physical violence, it can be very harmful and it does affect the overall health of the work environment. Harassment may not be the kind of incident you would report to WSIB, but it can affect your health and your ability to work safely.

Safety tips

- Tell the harasser to stop. Do this right away by saying it or writing it in a letter or e-mail. If that doesn't work, follow the next three steps.
- Tell your employer or the person your employer has appointed to receive and handle harassment complaints.
- Talk about it with someone you trust (for example, a co-worker, friend, or relative).
- Write it down. To help make your case in an investigation, write down each remark or incident (using the exact words if possible), including dates, times, places, and the names of any witnesses.

Safety Tip

Talk to your family

Tell them what you're doing at work. Let them know if you think something's wrong.



Handling money

Handling money can expose you to the potential for violence. Your employer should have procedures in place to help you stay safe when handling money.

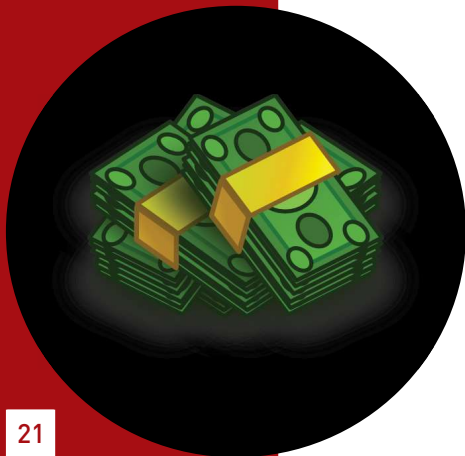
Safety tips

- Handle money at a location away from entrances and exits.
- Keep as little cash in the cash register as possible.
- Place large bills in a drop box, safe, or strong room that is out of sight.
- Vary the time and route for making bank deposits.
- Avoid making bank deposits at night.
- Don't carry money in bags that make it obvious you're carrying cash.
- Make deposits with a co-worker, if possible. The coworker should face away from the depository to keep an eye on other people in the area.
- Employers can also make the workplace safer by fitting counter safes with time-delay locks.

Safety Tip

If you're hurt

No matter how minor, report injuries to your supervisor or employer and tell your family.



Stepladders

In retail, many falls involve stepladders. Stepladders are in almost every workplace and home, so most people treat them as a safe convenience rather than a potential hazard. Every year, hundreds of workers are injured when using stepladders that are either placed or used inappropriately. Injuries occur when the worker falls from the ladder, the ladder tips over or collapses, or fingers are caught when folding up the ladder.

Safety tips

- Look closely at the ladder before using it to ensure that no parts are broken, cracked, or missing. If there is a problem, don't use the ladder — report it to your supervisor.
- Place the ladder on a firm, level surface.
- Make sure it is fully opened, with the spreaders locked in place. Never use a stepladder folded up and leaning against a surface.
- Maintain three points of contact with the ladder at all times (for example, one hand and two feet).
- Keep your centre of gravity between the side rails, especially if you are carrying materials. Don't lean out to one side.
- Don't stand on the shelf or top two steps.
- Never carry heavy, bulky, or awkward objects that may make going up or down the ladder unsafe.
- Keep your fingers out of the pinch points when you're folding the ladder up.

Safety Tip

Do your job

Don't do anything you haven't been asked to do, or have been told specifically not to do.



Violence in the workplace

Workers in the retail industry experience more cases of violence than workers in many other industries. If you work alone, your employer must have a system in place to ensure your well-being. Such a system must include check-ins at designated time intervals and provisions for emergency rescue if it is ever needed.

Preventing confrontations

- Greet customers and make eye contact when they enter the store.
- Before a person is left to work alone, check that all the doors and windows are locked and that no one is in the washroom or storage room.
- Do not resist if there is a threat of violence.

Safety Tip

Follow the safety rules

And if you don't know the safety rules, ask your supervisor.



Violence in the workplace

Dealing with irate customers

If you work in retail, it is almost inevitable that you will have to deal with an irate customer at some point. Follow these guidelines for dealing with irate customers:

- Focus on the emotions first, try to remain calm, and try to calm the other person.
- Try to avoid escalating the situation. Find ways to help the irate customer save face.
- Listen carefully and try to put yourself in the customer's shoes, so you can better understand how to solve the problem.
- If you can't address their concern, take the customer's name and number and promise to forward the information to your manager or supervisor.
- If you cannot calm the person, ask for help.
- See the safety tips on the following pages for handling money, harassment, dealing with shoplifting and robbery, and working alone.

Safety Tip

Report hazards

Tell your supervisor if you see anything hazardous, even if it involves another worker.

